

Q & A

- ◆ Ken Theis, Director/CIO
- ◆ David L. Newman, Legislative Liaison



New Economy Partnerships



In partnership with MEDC, DELEG, universities, the business community and others, we are doing our part:

IBM's Global Center for Application Management

- ◆ State of Michigan, in partnership with MEDC and MSU, recruited IBM
- ◆ Operations Begin: Early 2009
- ◆ First IBM Global Center to be located in the United States

What this will mean for Michigan...

- ◆ International visibility
- ◆ Attracting/retaining college graduates
- ◆ Leading IT innovation...globally
- ◆ New IT jobs and an IT talent feeder system for the State of Michigan



New Economy Partnerships

To win in the new economy, Michigan must bolster information, communications and technology (ICT)

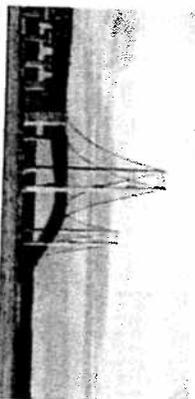
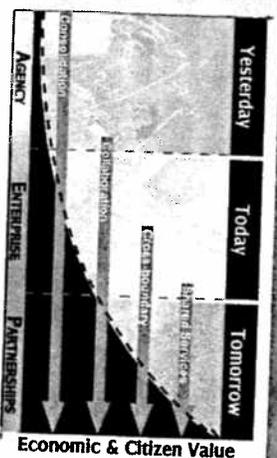
- ◆ Advancing IT: In state government and beyond, infusing IT in areas ranging from health care and green IT to transportation and tourism
- ◆ Supporting the IT Workforce: Developing, attracting and retaining a capable and leading-edge workforce
- ◆ Building the State's IT Infrastructure: Striking public/private partnerships in areas including facilities, hardware, software, connectivity, security, disaster recovery and data management
- ◆ Public/Private Partnerships: Working together to leverage tax dollars. Example, the much-needed purpose-built data center



Government Transformation

Together with our agency partners, rethinking IT and processes; changing the way government provides services...

- ◆ Michigan.gov Redesign: Organizing information around citizen and business needs, instead of government structure, and integrating Web 2.0
- ◆ Michigan College Access Network (MCAN): This one-stop Web resource will enable parents and students to access scholarship opportunities and streamline admissions to Michigan colleges and universities
- ◆ MDA Motor Fuel Pilot: Enabling gas stations to submit/renew annual Motor Fuel licenses through the Business One Stop
- ◆ Citizen Portal & One-stop Call Center: Providing one common location for government services and requests



Shared Solutions: Efficiencies Created



State & Local Courts Video Conferencing

- ◆ Initial Program Goal:
- ◆ Enables the Courts to dial into the State's video conferencing network and conduct court procedures with DOC

Benefits:

- ◆ Reduces costs related to personnel, transportation, and local overnight inmate housing costs
- ◆ Enhances public safety and expedites process
- ◆ What's next...
 - Expand judicial program to many Michigan counties
 - Coordinate a sequenced, priority-based implementation plan

Shared Solutions: Efficiencies Created

eInspector

- ◆ Based on Oakland County's e-Health: Automated permit and licensing system
- ◆ Rewritten for the Michigan Department Agriculture for electronic documentation and tracking of food inspections and complaint investigations of MDA-licensed food establishments statewide
- ◆ Replaces an antiquated system housed in the Department of Agriculture



Key Players

- ◆ MDIT, Department of Agriculture, public health organizations and county health departments

Shared Solutions

Michigan Business One Stop

Your source for doing business

Vision

- ◆ Making it easier to do business in the State of Michigan by improving Government to Business transactions

Objectives

- ◆ One place to go, one place to call
- ◆ Streamlines business transactions
- ◆ Extended hours for customer assistance
- ◆ Private and Secure



Shared Solutions

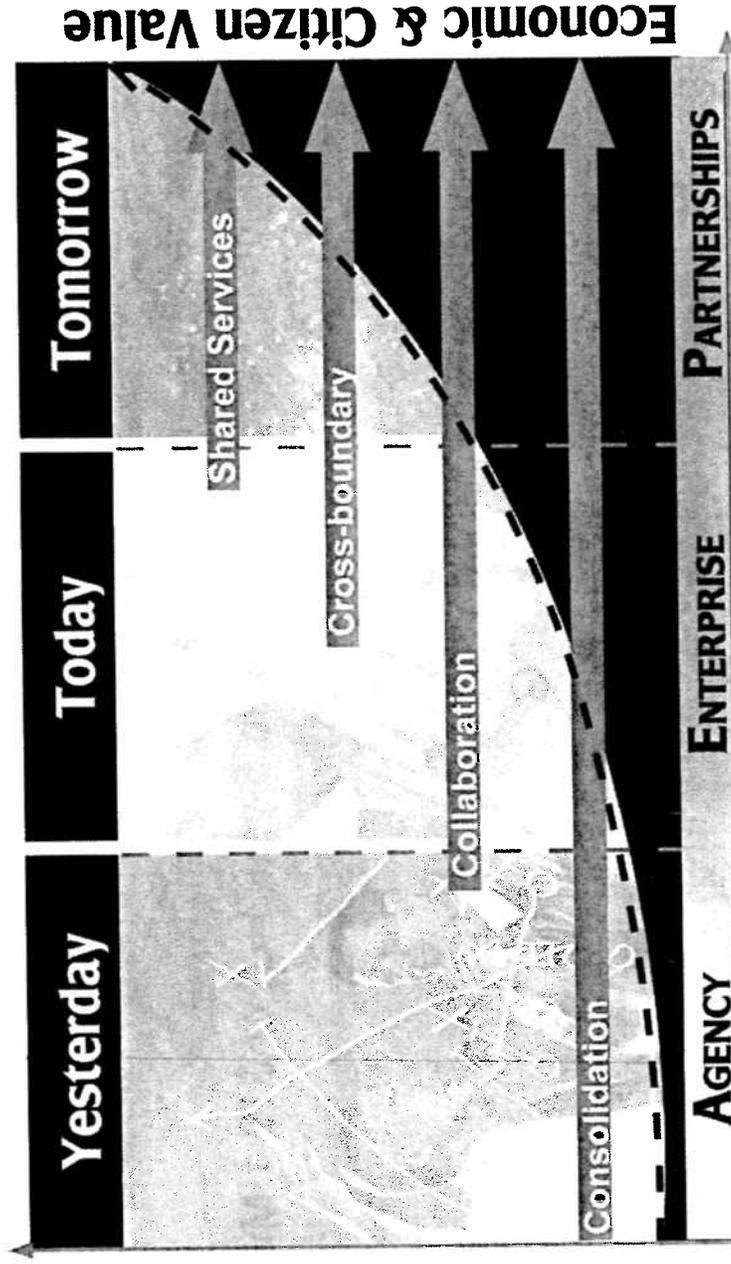
Moving into shared enterprise solutions...

- ◆ Rethinking and transforming government service from the outside-in; from the lens of the citizens and businesses....
- ◆ Opportunities on the horizon:
 - Integration of state and local services on the Business One Stop portal
 - Network consolidation
 - Data and geographic information sharing
 - Data center partnership

Strategically leveraging the American Recovery & Reinvestment Act to create jobs, reduce the cost of government, and bring broadband to every corner of the state.



Moving Forward...Shared Solutions

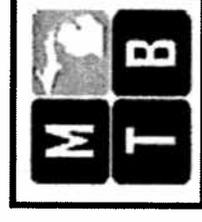


Delivering Efficiency

- ◆ We have reduced Email software versions from 70 to 2
- ◆ We are consolidating down to 3 Data Centers: Closed 33 thus far
 - Greater security, improved backup capabilities
 - \$9.5 Million in Savings (Estimated 5-year ROI of \$19.1 Million)
 - Regained 30,000+ square feet of floor space
 - Eliminated 310 servers
- ◆ Michigan consistently ranks within the top ten for digital government (Center for Digital Government)
 - Air and water quality permits take days instead of weeks
 - Online traffic monitoring in Southeast Michigan
 - Fishing license purchases via Cell Phones/PDA
 - 40 new online services each year!
- ◆ Realized \$100 million in savings

Agency IT Accomplishments

- ◆ Business permits – 200 permits across agencies available 24/7
- ◆ Michigan Public Safety Communication System (MPSCS) is the statewide radio system used by Michigan's emergency responders
 - Over 46,000 radios on the system
 - 1186 federal, state and local agencies with 224 tower sites
 - 97% statewide coverage 100% of the time
- ◆ Michigan Talent Bank – connecting Michigan businesses to Michigan job seekers
- ◆ Michigan Jobs Portal – connecting citizens to Michigan Businesses



We also have a role in delivering efficiency...



Green Technology



- ◆ Changing the way we do business!
- ◆ First State to Join “Climate Savers” Smart Computing Initiative: Committing to swapping out power-hungry equipment; all new PCs meet the Energy Star 4.0 rating (11,000/year); annual energy save of \$955,000
- ◆ Moving from “Always On” to “Always Available”: Currently testing feasibility of default PC stand-by (80% power) during extended inactivity; projected to avoid over \$1.5 million in energy costs annually
- ◆ Virtual Production: Reduced application development PCs by 225%
- ◆ Statewide Inventory System: Promotes reuse of efficient servers and PCs
- ◆ Zero Landfill Initiative: Secure disposal and asset recovery program; since 2005, returned over \$213,000 to agencies

Citizen Security & Disaster Recovery Risks

Data security risks are at an all-time high, in 2008 we blocked:

- ◆ 714,495 daily spam and virus emails
- ◆ 30,521 daily web defacement attempts
- ◆ 42,683 daily internet browser based compromise attempts
- ◆ Phishing and hacking attempts from across the world including: China, Philippines, Brazil, Eastern Europe, and Russia
- ◆ We have not had any major data loss or compromises



MDIT Strategic Plan – 6 Goals

- ◆ **Access:** Expand Michigan's services to reach anyone, at anytime, from anywhere
- ◆ **Service:** Deliver efficient and effective technology services and shared solutions to the agencies
- ◆ **IT Management and Infrastructure:** Improving operations, security, and reliability through statewide solutions and universal standards
- ◆ **Great Workplace:** Support a High Performance workforce
- ◆ **Cross Boundary Solutions:** Foster partnerships across and beyond state government
- ◆ **Innovation and Transformation:** Drive innovative processes and technologies to transform Michigan's government service

<http://www.michigan.gov/itstrategicplan>



First 6 Years

- ◆ IT operation consolidation
 - Standardization of hardware, software tools, and processes
 - Savings through elimination of redundancies
- ◆ Built & developed MDIT's services
 - Data Centers
 - Network availability
- ◆ Established Strategic Plan
 - Aligned to the Cabinet Action Plan business goals
 - Accountability – Progress Report

What we do...

Whenever a citizen...

- ◆ Files an income tax return
- ◆ Pays or receives child support
- ◆ Wins the Lottery
- ◆ Compares schools
- ◆ Starts a business
- ◆ Applies for a driver's license... or gets pulled over by a state trooper

MDIT helps make it happen!



Michigan's Department of Information Technology (MDIT)

- ◆ Executive Order 2001-3 created MDIT
- ◆ We serve the 19 Executive State Agencies
- ◆ Today, we are an organization of 1700 employees with a budget of \$431 million
- ◆ We support and maintain:
 - Over 800 critical business applications
 - 55,000 desktop computers
 - 1,305 telecommunications locations
- ◆ We manage the award-winning Michigan.gov, the gateway for citizens, companies and organizations to do business with the State
 - Page views up from 143 million in 2002 to 522 million in 2008 an increase of over 300%!



MDIT from Vision to Action

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